**TERMS & CONDITIONS**

**Booking**

* A booking will only be confirmed upon receipt of a completed booking form (preferably online)
* TAGS reserve the right to refuse any booking.
* Please ensure that you pay the first direct debit or Camp payment prior to the start of the class you wish to attend.

**Cancellation**

* TAGS reserve the right to cancel the course at any time and should they do so will notify parents in writing and issue a full refund regarding any dates of the booking that have not been completed.
* TAGS reserve the right to cancel or make amendments to any booking and will notify parents should this occur.
* Any amendments or cancellations by parents/guardians must be made within 7 days of the start date of the course your child is attending.
* The notice can be provided either by notifying us directly via phone or email.
* We require 7 days' notice to cancel your account.
* A full refund will only be issued if the cancellation is made 7 days prior to the start of the course/class.
* This is because when booking TAGS will reserve your place and the result of that may mean that on popular courses other parents and children are prevented from booking.
* Please note that if your child does not attend on the day of your booking and TAGS have not been notified by telephone or in writing before the start of the course then no credit note will be issued.
* The notice period starts from the time we receive the cancellation request. If the cancellation request is withdrawn for any reason during the notice period, a new request needs to be made and a new notice period will commence

**Child’s Information**

* At the time of booking full and accurate information about the child’s DOB, medical, physical or behavioural matters, or any other additional needs must be provided.
* Failure to do so may result in the child being excluded from certain activities. In some circumstances we may have to cancel the booking and no refund will be paid.

**Child Protection**

* TAGS staff have a duty to respond if they suspect a child may be suffering from or make a disclosure about abuse. In this event staff will contact the relevant local authority and act on their advice

**Clothing & Personal Belongings**

* Parents/guardians agree to ensure their child attends the course in suitable clothing for the day/session
* It is recommended parents/guardians bring children in loose fitting comfortable clothing suitable for physical activities.
* It is recommended children bring a hat and sun cream during hot days.
* It is recommended parents/guardians apply sun cream prior to the start of the day and show children how to apply sun cream throughout the day.
* Children should bring a water bottle and a packed lunch for full day activities (unless stated).

**Collection**

* Parents/Guardians should ensure that they can collect their child swiftly at the end of the course. We advise parents/guardians arrive 15 minutes before the course/session finishes to collect their child.
* Parents agree to sign in and sign out their child or arrival and departure.
* Please note that should parents be over 15 minutes late then TAGS reserves the right to charge parents and additional £5 per 30 minutes when collecting their child.

**Complaints**

* TAGS is committed to ensuring every child has such an amazing experience they can’t wait to come back. If you or your child are not entirely satisfied with the service, then we want to be the first to know.
* If there’s a problem while your child is still in our care, we can almost always resolve it. If we hear of a problem after a child has left, we will take great care to investigate the matter, but cannot change the situation after the event, so please talk to the Lead Coach or Camp Manager promptly if you have any complaint. If your child is still at camp and the problem persists, please contact our Admin Team.
* If the problem is still not resolved, please email [info@tagsprogramme.co.uk](mailto:info@tagsprogramme.co.uk) within 10 days of your child’s last day with us. You can be assured that your complaint will be taken very seriously. Refunds and compensation will only be made if TAGS is proven to have been in breach of these terms and conditions, and it is proven further that they were not capable of remedying that breach and as a result the child was withdrawn from camp.
* Please note verbal abuse of office or camp staff will not be tolerated and bookings cancelled with immediate effect.

**Confirmation**

* Your ticket confirms what you have booked. Please check it, including dates, location and child details.
* Responsibility for all booking details lies with the person who made the booking.
* If your receipt/invoice is not what you expected please tell us within 2 working days, we’ll change it if we can, or refund you if we can’t.

**Damage**

* Parents shall be responsible for any damage done to equipment, rooms and/or any furniture, equipment, fixtures and fittings and any property of the venue during provision.
* If any damage does result or if any items owned by the venue and/or TAGS are lost or subsequently found to be missing, the expense of making good, repairing or replacing the article shall by paid by the parent to TAGS on request.

**Dietary Requirements**

* Parents/Guardians need to ensure staff are made aware about any allergies or conditions prior to the start of the course to ensure appropriate arrangements can be made to accommodate the child.
* TAGS and/or partner food provider will not be responsible for any reactions, medical treatment required or further action if uninformed of conditions.
* Any information/medicine should be passed to the Camp/Session Lead on the morning so that it can be labelled and stored in the appropriate area.
* In case of an emergency, I grant permission for my child to receive first aid/ treatment at hospital.

**Direct Debits**

* When you sign up for TAGS, your payment plan will continue until we are informed otherwise (see cancellation for further information).
* TAGS membership and payment plan is set to automatically renew at the end of your chosen membership period.
* You can cancel your Direct Debit at any point, in line with the cancellation policy.
* TAGS will refund any payments, or offer alternatives equal in value, for classes/camps we have to cancel ourselves (i.e., staff unavailability, building closures, weather etc.).
* The Total first payment amount is due from you to us, is due immediately and is payable on the 1st Direct Debit Payment Date. This amount is not refundable in any circumstances.
* The Direct Debit Payment Amount is due from you to us.
* You are obligated to make Direct Debit Payment stated with the first one being paid on the 1st Direct Debit Payment Date, the second on the Second DD payment date and then every week/month thereafter (dependent on chosen plan).
* **For the avoidance of doubt, you are obligated to make every Direct Debit Payment regardless of non-attendance, whatever the reason for non-attendance may be.**
* If you fail to pay any monies due under this agreement or if any Direct Debit is returned unpaid or any cheque is returned unpaid or if any other form of payment is not honoured for whatever reason, you shall pay us on demand an administration fee of £25.
* You agree to advise us immediately of any change to the Members Details provided.
* If you fail to pay any amount due under this agreement for a period of more than thirty days, then we may pass the debt to a third party company for collection. The reasonable costs incurred in employing the third party company will be borne by you including costs in tracing you should you have changed your address without telling us.

**Discipline**

* TAGS reserve the right to exclude any child for any reason at its absolute discretion, including late collection; we are only registered to have children on site during advertised times.
* No refund will be made for sessions/days missed and no compensation will be made for any other costs or losses incurred as a result.

**First Aid (Provision of)**

* TAGS will ensure responsibility to ensure the availability of medical, ambulance and first-aid assistance as appropriate for all those involved.
* TAGS and/or the relevant venue will ensure there is appropriate first-aid equipment, facilities and first-aid personnel

**GDPR & Photography/Video Footage**

* We may take photographs and video footage at camp to use for training and promotional purposes.
* Please denote on the booking form if/and where photographs/videos of your child may be used
* GDPR Privacy Policy available through [www.tagsprogramme.co.uk](http://www.tagsprogramme.co.uk)

**Health and Safety**

* In order to maintain appropriate standards of health and safety, children with certain medical or physical conditions or those who cannot demonstrate the required skill competence may not be allowed to participate in some activities. In such cases we will endeavour to provide alternative activities.
* All facilities and equipment in use will be subject to a daily check by TAGS.
* All parents MUST ensure their child(ren) and signed in and out EVERY day.

**Insurance**

* TAGS (delivery or activities and welfare of young people) and the venue will ensure appropriate insurance cover is in place in respect of their own legal liabilities arising
* TAGS will have an up-to-date Public Liability Insurance Certificate and an Employer’s Liability Certificate if employing staff. Copies are available on request.

**Liability and Personal Property**

* TAGS do not accept liability for personal injury or the death of any person unless directly caused by the proven negligence of the company or its servants, in this event our liability insurance provides cover.
* TAGS accept no liability for loss of any personal belongings or damage to personal belongings as a result of attending the course.

**Medical Conditions**

* Parents/Guardians need to ensure staff are made aware about any allergies or conditions prior to the start of the course (on the booking form) to ensure appropriate arrangements can be made to accommodate the child.
* Any Medicine should be passed to the Camp/Session Lead on the morning so that it can be labelled and stored in the appropriate area.
* In case of an emergency, I grant permission for my child to receive first aid/ treatment at hospital.

**Membership**

* Your membership starts immediately.
* You will be entitled to all the rights and privileges exercisable for the Type of Membership chosen.
* You cannot transfer this agreement to anyone else.

**Offers**

* Our pricing policy generally works on the basis that the earlier you book the better the price.
* However, from time to time we may have a special offer that will make the price cheaper than you paid; in these circumstances, upon request, we will honour this new price for your booking.

**Payment**

* Payment of the course confirms everyone on the booking form accepts these booking conditions.
* Payment upon booking (pre-Camp/Session) is preferable and is the default position for most customers.
* Payment by invoice is available by prior agreement.
* Where TAGS agrees to this, invoices will be raised before the commencement of the Camp.
* Payment will be due immediately.
* Where payment is not received before the commencement of the Camp/Session places will be withdrawn.
* TAGS reserves the right to alter payment terms to reflect the payment history of the customer.

**Policies and Procedures**

* TAGS policies and procedures are available to download at [www.tagsprogramme.co.uk](http://www.tagsprogramme.co.uk)
* Copies of TAGS policies and procedures are held by the central office and are available on request.

**Renewal**

* In order to extend your membership after completing the minimum number of Direct Debit payments, we will automatically continue collecting the Direct Debit Payment Amount every week/month (dependent on chosen plan).
* Your membership will be extended by one week/month each payment.
* Each payment made is not refundable under any circumstances.
* This Renewal Direct Debit Payment Amount may only be amended if we advise you in writing giving 30 days’ notice.
* During this Renewal Period the only way to cancel your membership is by informing us directly (please see cancellation policy) or by cancelling your Direct Debit Mandate directly with your Bank

**Safeguarding Children & Young People**

* TAGS shall be responsible for ensuring that suitable Child Protection measures are in place as outlined in our Minimum Operating Standards on the Booking Form.

**Staff**

* TAGS will ensure all staff “leading” sessions are minimum National Governing Body (NGB) Level 2, Disclosure and Barring Service (DBS) checked and Safeguarding qualified
* TAGS will ensure that ratios of staff to young people will always stay within NGB, Safeguarding and quality guidelines

**Terms & Conditions Amendments**

* TAGS reserve the right to make amendments to the terms and conditions at any point.
* TAGS will display the terms and conditions on our website.

**Documents in Supporting of Terms and Conditions**

* Child Protection Statement
* Code of Conduct – Children
* Code of Conduct – Parents
* Code of Conduct – Staff
* TAGS Incident Reporting
* TAGS Safeguarding Reporting